

Office of
Acquisitions

ASU Extra

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Customer Service Celebration

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Each year during the first week in October, thousands of customer service, call centers and helpdesk professionals celebrate Customer Service Week. It's a national event devoted to recognizing the importance of customer service and honoring the people on the front lines of the service revolution. On October 5th, Marcia Bisenius, Facilities Management Division Manager, ASU-400 celebrated with all her employees by having a pizza party. This is ASU's first Customer Service Celebration.



Five Customer Service Week Goals

- Boost morale, motivation and teamwork in your customer service department.
- Reward your frontline reps for the important work they do all year long.
- Raise awareness of the important role customer service plays in your organization's success.
- Thank other organization's for their yearlong support.
- Let your customers know about your organization's commitment to customer satisfaction.

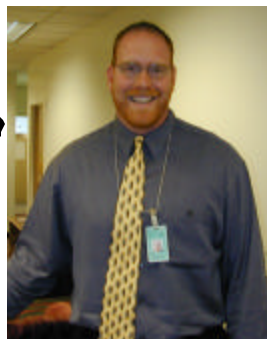


*"The Only disability in life
is a bad attitude"*
Scott Hamilton

New QRO

Welcome Scott Hale.

New Quality Reliability Officer for Syracuse, New York (ASU-230).



Scott received a BS in Logistics from Weber State University located in Ogden, Utah. Scott worked for Harris Corporation located in Melbourne, Florida. While in Florida Scott received his MBA from Webster University. Scott experience is focused around logistical and informational system support. Scott is working on the ASDE-X program, working out of SENSIS Corporation in Syracuse, New York.

Retirement

Dennis Trippel, Branch Manager

For Quality Assurance Branch, ASU-230 (EAST)

Retired on November 3rd. 33 years of federal service.



A message from Dennis Trippel.....

My federal service began with the U.S. Army back in 1965 with a short break, after military separation, I rejoined the federal service in 1972, where I grew my acquisition career with the Department of Labor until accepting a position, with the Federal Aviation Administration, in late 1989.

With the FAA I served as the Contracting Officer on the Advanced Automation Services Contract (AAS) until the partial terminations and restructuring to AAS/DSR in later 1994, at which time I joined the Quality Assurance Division. With ASU-200 I served as Branch Manager with ASU-240, 210 and most currently with 230.

I have gained much insight in the difficult jobs you all perform, in our various vendor facilities, to assure the government receives good function, performance and stability in its acquired systems with a reasonable cost/schedule environment. Most importantly, I've gained a great appreciation for the high level of professionalism you all bring to the job and to our organization. I have truly endeavored to serve you all as best I can, in supporting you. I know I have truly enjoyed working with you all of you.

As I close my office door, for the last time, on November 2, 2001, I will do so with fond memories you have all provide me.



Congratulations

Eric Chatmon, Manager of Information Technology, ASU-520, responsible for the Enterprise Network, CC Central, LAN/ITSC, Internet/Intranet web and AWA NexGen completed his master's degree in Information Technology on October 13th.



Ray DeCerchio, ASU-120 FAST Manager, passed the 6-hour test to be certified in the Certified Information Systems Security Professional (CISSP) program that will help him enhance the FAST System.



"There is great treasure there behind our skull and this is true about all of us. This little treasure has great, great powers, and I would say we only have learned a very, very small part of what it can do."
Isaac Bashevis Singer

Major Accomplishment



Christine Devey, former Summer Hire for the FAA, Daughter of Gib Devey, Director of Acquisitions, ASU-1. Christine graduated from James Madison University in December 1997, finished University of Richmond Law School 2001 and exchanged vows on August 25th. She passed the Bar the first time taken and she is currently enjoying her life as a newly wed and Lawyer at McGuirewoods, LLP in Richmond.

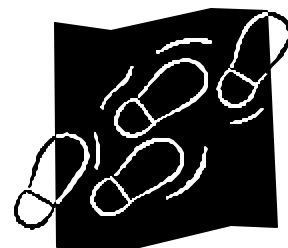


Great Achievements

Wilma Washington, ASU-305
Pamela Davis, ASU-350
Lynn Young, ASU-400
Dorothy Watts, ASU-400
Rosemary Smith, ASU-430

Marcia Bisenius, Division Manager, Facilities Management, ASU-400 and Bill Sayre, Building Operations Specialist, ASU-430 received letters of appreciation from Monte Belger, Deputy Administrator for responding immediately and in an exemplary manner

by quickly and efficiently resolving power issues and the installation of the Washington Operations Center.



Many steps lead to success!



PROMOTIONS



Tricks or Treats

FAA Day Care joins ASU for treats.



Salvation Army Christmas Toyland

Every year for the past eleven years, Santa's elves in ASU have participated in the Salvation Army Christmas Toyland Charity Drive. This charity drive provides toys and stockings for the underprivileged children in the Washington, DC area.

The Salvation Army provides the undressed dolls and bears, along with the empty stockings. That's when Santa's elves in ASU take over and stuff the stockings with hats, socks, or mittens and many other things like school supplies, watches, toys or personal hygiene items (i.e., toothbrushes, deodorants, etc.). The other elves either sew or buy outfits to dress the dolls and bears. This year ASU was the biggest contributor by dressing 41 dolls, 37 bears and stuffing 40 stockings.





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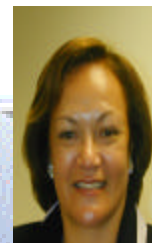
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CARING

IS

SHARING



2001 Combined Federal Campaign



The CFC: Its Story and Mission

The mission of the Combined Federal Campaign (CFC) is to support and to promote philanthropy through a program that is employee-focused, cost-efficient, and effective in providing all Federal employees the opportunity to improve the quality of life for all.

"From what we get, we can make a living;
what we give, however, makes a life."

Arthur Ashe

"Whoever renders service to many puts
himself in line for greatness—great wealth,
great return, great satisfaction, great repu-
tation, and great joy."

Jim Rohn

"Our lives begin to end the day we be-
come silent about things that matter."

Martin Luther, Jr. King

ASU CFC Representatives:

Susan Fletcher (ASU-10)
Tonyka Anderson (ASU-10)
Elizabeth Moore (ASU-100)
Trina Thompson (ASU-200)
John Graham (ASU-300)
Dorothy Watts (ASU-400)
Karen Brown (ASU-500)



"Successful people are always looking for
opportunities to help others. Unsuccessful
people are always, 'What's in it for me?'"

Brian Tracy

**Please support and participate in CFC
fundraisers. YOU Make A Difference!**



Editor
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